



**Fair  
Trading**

## HOME BUILDING SERVICE TRADER-INITIATED NOTIFICATION OF DISPUTE FORM

Trader's Details			
Name:			
Address:			
		Postcode:	
Phone:	Daytime:	Mobile:	Fax:
Email Address:			
Licence Number:			

Consumer's Details			
Name:			
Address:			
		Postcode:	
Phone:	Daytime:	Mobile:	Fax:
Email Address:			

The Work			
Address where work has been undertaken			
Council Application Number <i>(if applicable)</i>		Name of Local Council	
What work was done? <i>(Please provide a brief description eg, construction of a house, concrete driveway, erection of pergola, etc)</i>			

Can you please answer the following questions in the columns below:			
What is the value of the work under your contract?	\$		Is this property part of a Strata Scheme? YES NO
How much has been paid?	\$		Strata Plan Number <i>(if applicable)</i>
Do you have a written contract? <i>(Written contracts are required for work over \$1000)</i>	YES NO N/A <i>(If yes, please attach a copy)</i>		Name of Strata Manager <i>(if applicable)</i>
What is the date of the contract?	____/____/____		
When did work commence?	____/____/____		
Is there a certificate for home warranty insurance?	YES NO N/A <i>(If yes, please attach a copy)</i>		
Is the customer an owner-Builder? If yes, What is their permit number? <i>(if known)</i>	YES NO _____		



## Dispute Resolution Service for Builders and Tradespeople

Licensed builders and tradespeople can access Fair Trading's free dispute resolution service if a dispute occurs with a consumer or owner-builder over a residential building issue. This service is available across NSW to licensed traders from all home building licence classes.

As with consumer-initiated complaints, Fair Trading responds to trader-initiated home building complaints where the trader and/or consumer have indicated possible defective workmanship or materials.

Where a trader and consumer are unable to resolve their dispute, Fair Trading will attempt to mediate an outcome that is suitable to all parties concerned. Fair Trading realises that there is a greater chance of successfully resolving a dispute where there is early intervention and can utilise building inspectors who are trade qualified and highly experienced.

If a home building licensee is in dispute with a consumer or owner-builder and wishes to access this service, they should complete the attached **Home Building Trader-Initiated Notification of Dispute Form**, and mail or fax the Form to their nearest Fair Trading Centre (contact details on last page of the Form).

In response to the trader enquiry, Fair Trading will contact both parties to clarify the nature of the dispute and to seek agreement, from both parties, to participate in this intervention. In order for Fair Trading to proceed, both parties must be willing to participate in this process.

Depending on the nature of the matter, the possible outcomes could be:

- That the matter may be resolved at the outset with a Fair Trading officer contacting both the trader and consumer to undertake phone intervention regarding the issues raised;
- If the matter involves defective and/or incomplete work, it will be referred for a possible on-site mediation with a Fair Trading building inspector. If it is determined that there is defective or incomplete work, the Building Inspector may issue an order against the home building licensee.
- If the dispute is solely in relation to the payment of outstanding monies or a progress payment, licensees will be advised to lodge a claim with the Consumer, Trader and Tenancy Tribunal (CTTT).

Trader to trader and trader to sub-trader home building disputes will continue to be handled by the CTTT.



## **FAIR TRADING CENTRES**

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

<p><b>Albury FTC</b> 490 David Street ALBURY NSW 2640 Tel: 13 32 20 Fax: (02) 6041 2220</p>	<p><b>Goulburn FTC</b> 39 Goldsmith Street GOULBURN NSW 2580 Tel: 13 32 20 Fax: (02) 4822 1969</p>	<p><b>Penrith FTC</b> Ground Floor, 2 Station Street PENRITH NSW 2750 PO Box 4004 PENRITH PLAZA NSW 2750 Tel: 13 32 20 Fax: (02) 4702 5300</p>
<p><b>Armidale FTC</b> 85 Faulkner Street PO Box 641 ARMIDALE NSW 2350 Tel: (02) 13 32 20 Fax: (02) 6772 9954</p>	<p><b>Grafton FTC</b> 50 Victoria Street PO Box 362 GRAFTON NSW 2460 Tel: 13 32 20 Fax: (02) 6641 0999</p>	<p><b>Port Macquarie FTC</b> 143 Horton Street PO Box 1747 PORT MACQUARIE 2444 Tel: 13 32 20 Fax: (02) 6584 1225</p>
<p><b>Bathurst FTC</b> 154 Russell St PO Box 22 BATHURST NSW 2795 FREECALL: 13 32 20 Fax: (02) 6333 1402</p>	<p><b>Hurstville FTC</b> Level 3, 4-8 Woodville Street HURSTVILLE NSW 2220 PO Box 151 HURSTVILLE BC NSW 1481 Tel: 13 32 20 Fax: (02) 8567 0055</p>	<p><b>Queanbeyan FTC</b> Ground Level, 11 Farrer Place PO Box 1464 QUEANBEYAN NSW 2620 Tel: 13 32 20 Fax: (02) 6229 7751</p>
<p><b>Blacktown FTC</b> NSW Government Offices Level 3, 22 Main Street PO Box 1001 BLACKTOWN NSW 2148 Tel: 13 32 20 Fax: (02) 9853 0150</p>	<p><b>Lismore FTC</b> Suite 5, Upper Ground Floor Conway Court 17 Conway Street PO BOX 83 LISMORE NSW 2480 Tel: 13 32 20 Fax: (02) 6627 6555</p>	<p><b>Sydney FTC</b> McKell Building 2-24 Rawson Place SYDNEY NSW 2000 Tel: 13 32 20 Fax: (02) 9619 8699</p>
<p><b>Broken Hill FTC</b> 32 Sulphide Street PO Box 786 BROKEN HILL NSW 2880 Tel: 13 32 20 Fax: (08) 8088 5100</p>	<p><b>Liverpool FTC</b> Shop 1R, 33 Moore Street LIVERPOOL NSW 2170 PO Box 609 LIVERPOOL BC NSW 1871 Tel: 13 32 20 Fax: (02) 8778 4099</p>	<p><b>Tamworth FTC</b> Suite 3-5, Kable Korner Complex Cnr Kable Avenue &amp; Darling Street PO Box 1033 TAMWORTH NSW 2340 Tel: 13 32 20 Fax: (02) 6761 9099</p>
<p><b>Coffs Harbour FTC</b> 22 Park Avenue PO Box 1557 COFFS HARBOUR NSW 2450 Tel: 13 32 20 Fax: (02) 6653 0777</p>	<p><b>Newcastle FTC</b> Level 5, 400 Hunter Street PO Box 835 NEWCASTLE NSW 2300 Tel: 13 32 20 Fax: (02) 4925 7028</p>	<p><b>Tweed Heads FTC</b> Suite 26, Level 2 75 Wharf Street PO Box 822 TWEED HEADS NSW 2485 Tel: 13 32 20 Fax: (07) 5599 5035</p>
<p><b>Dubbo FTC</b> 50 Wingewarra Street PO Box 584 DUBBO NSW 2830 Tel: 13 32 20 Fax: (02) 6884 2486</p>	<p><b>Orange FTC</b> 184-186 Lords Place PO Box 2285 ORANGE NSW 2800 Tel: 13 32 20 Fax: (02) 6361 6363</p>	<p><b>Wagga Wagga FTC</b> 8 Baylis Street WAGGA WAGGA NSW 2650 Tel: 13 32 20 Fax: (02) 6933 9555</p>
<p><b>Gosford FTC</b> Level 2, Gateway Centre 237 Mann Street PO Box 1019 GOSFORD NSW 2250 Tel: 13 32 20 Fax: (02) 4320 0601</p>	<p><b>Parramatta FTC</b> Ground Floor, 1 Fitzwilliam St PARRAMATTA NSW 2150 PO Box 972 PARRAMATTA NSW 2124 Tel: 13 32 20 Fax: (02) 9895 0077</p>	<p><b>Wollongong FTC</b> Level 3, 43 Burelli Street PO Box 5275 WOLLONGONG NSW 2500 Tel: 13 32 20 Fax: (02) 4220 5499</p>